

INFORMATIONAL LETTER NO. 2090-MC-FFS-D

DATE: January 7, 2020

TO: All Iowa Medicaid Dental Providers

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS), Dental (D)

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Dental Electronic Billing Requirement

EFFECTIVE: February 1, 2020

******This Informational Letter applies to Dental providers only******

This IL serves as a reminder to dental providers that beginning **February 1, 2020** the IME is implementing a mandatory electronic billing requirement (including adjustments) for all Medicaid enrolled dental providers.

This means, paper claims received as of February 1, 2020 will no longer be processed by the IME or the dental plan administrators.

The dental plan administrators for the Dental Wellness Plan and Hawki will follow the same requirements as Fee-for-Service when processing claims received after February 1, 2020.

More details can be found in ILs 2045-FFS-D and 2022 MC-FFS-D.

If you have questions, please contact the IME Provider Services Unit or the dental plan administrators:

IME Provider Services for FFS members:

- Provider email: imeproviderservices@dhs.state.ia.us.
- Provider Services: 1-800-338-7909

Delta Dental of Iowa (DDIA) Provider Services:

- Provider Portal (for electronic claims submission): www.dwpiowa.com
- Website: www.dwpiowa.com
- Provider Services: 1-800-472-1205

Managed Care of North America (MCNA) Provider Services:

- Provider Portal (for electronic claims submission): <http://portal.mcna.net>
- Website: <http://www.mcnaia.net>
- Provider Services: 1-855-856-6262